



# **The Indiana Family and Social Services Administration**

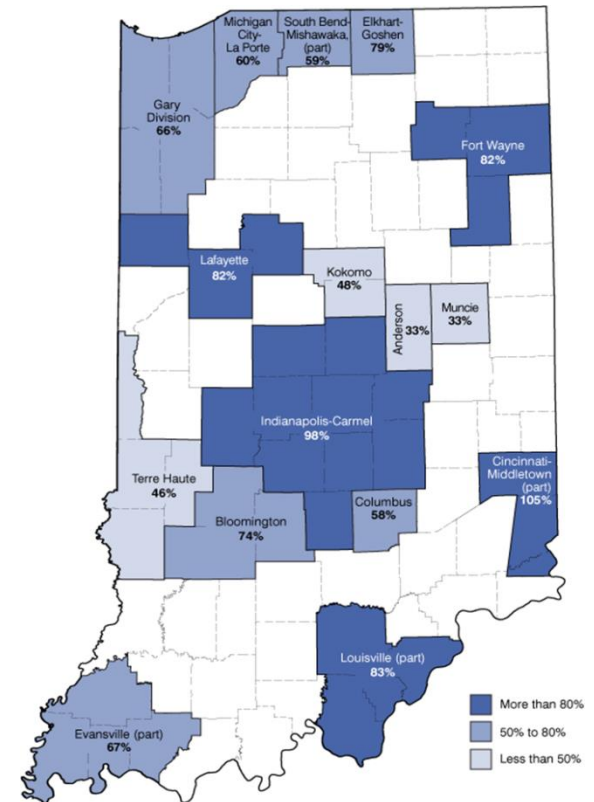
## **No Wrong Door System 2015 Planning Grant**





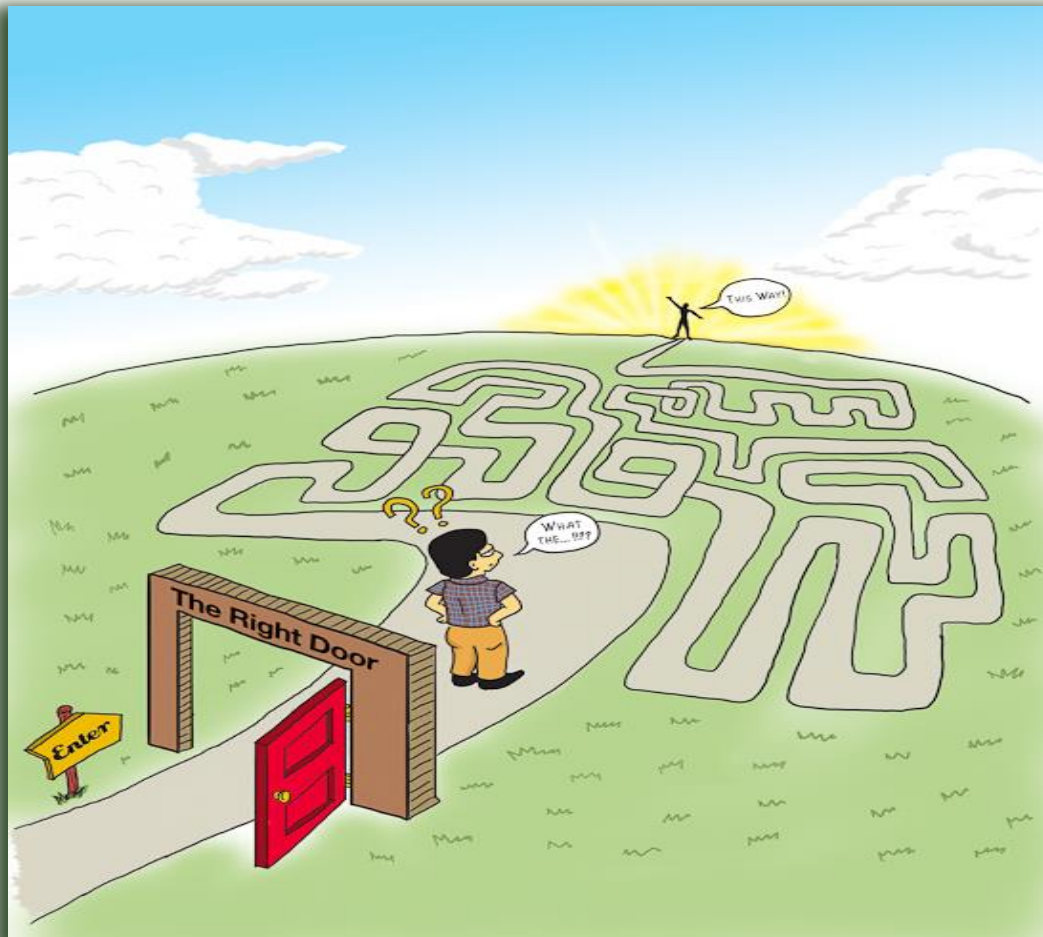
## Why Does Indiana Need a No Wrong Door System?

- An estimated 70% of persons ages 65 and over will use LTSS.
- Persons ages 85 and over—the fastest growing segment of the U.S. population—are *four times more likely to need LTSS* as compared with persons ages 65 to 84.
- Five of Indiana's metropolitan areas will see increases of more than 80 percent in the population ages 65 and older in the next 20 years.
- The baby boomer cohort will be of traditional retirement age by 2030.





## No Wrong Door System



Most people want to receive services at home and in their communities.

Even if they know those opportunities exist, they don't always know where to start, or they become frustrated along the way.



## Indiana's No Wrong Door System Vision

A visible and integrated system that empowers Hoosiers to make informed decisions about their long term services and supports needs





## **A No Wrong Door System...**

- Recognizes that resources are limited and insufficient to address the growing need for long term services and support (LTSS) counseling and assessment;
- Identifies the many “doors” consumers already use in their attempts to access long term services and support (LTSS);
- Addresses all populations and all payers; and
- Creates tools and training to prepare the individuals and organizations that staff those “doors” to provide assessment and supported decision-making to consumers and their families.



## **Core Goals of Indiana's NWD System**

- Supporting rebalancing of public expenditures to home and community-based services by reducing or eliminating the highly fragmented systems of accessing those services.
- Putting the person at the center of the programs that serve them.
- Providing systems of access to the right care, in the right (least restrictive) place, at the right time.



## No Wrong Door System Functions

State Governance and  
Administration

Public Outreach and  
Coordination with  
Key Referral Sources

NWD  
System  
Functions

Person Centered  
Counseling

Streamlined Access to  
Public LTSS Programs



## Public Outreach & Coordination

- The “front porch” of the NWD system
- Creation of high levels of visibility and trust
- Visibility to create opportunities for proactive engagement with the consumers and public education
- Trust that people know where to go and the information received is reliable
- Comprehensive communications strategy that keeps all members on message, and promotes inclusion by a wide variety of populations





## Person-Centered Counseling



- “If we can’t get person-centered counseling and planning right, it is very difficult to claim that we are actually meeting the needs of the people we are trying to serve.”
- Options counseling credentialing to ensure reliability of information being presented
- Requires a commitment to ongoing training and learning
- More complicated in a NWD system because of the varieties of people that come through the doors



## Streamlined Access to Public Programs

- Connecting individuals and their family members and caregivers, with the appropriate service(s) in a manner that is efficient, effective, and seamless from the individual's perspective.
- Using a “Warm Hand-Off” approach to information and referral simply means “*good customer service*,” i.e., going that extra mile to ensure consumers get connected to a service provider who can provide what they want and need.





## State Governance & Administration

- No one agency or organization has the capacity, expertise, or authority to effectively carry out the functions of a NWD system for all the different populations that will be served.
- Agencies involved:
  - State Medicaid agency
  - State Unit on Aging
  - State agency that administers mental health services
  - State agencies that serve the needs of people with physical, and intellectual or developmental disabilities





## What Happens Now?

- Indiana is now preparing a three-year plan for the implementation of a NWD system.
  - Involving stakeholders in an analysis of the strengths and weaknesses of the current system and what the NWD system should look like;
  - Developing a branding and marketing plan for this statewide system of resources; and
  - Determining performance measures for the NWD system; what will success look like?



## Indiana's Plan

- An online survey designed specifically for consumers and LTSS users is on the state's FSSA website (<http://www.in.gov/fssa/4936.htm>).
- Three focus groups facilitated by NWD project consultants are taking place during the last part of July
  - Gathering perceptions of current services and supports and how the system can improve.
- Ten regional events are scheduled throughout the state over the next several weeks.
  - Continuing to gather information from consumers and LTSS users.
- Information will be compiled
  - Gaps analysis to identify current issues and improvements necessary to bridge gaps, which will inform recommendations and next steps.



## What Can You Do?

Interested in participating in the development of Indiana's NWD system?

- Visit <http://www.in.gov/fssa/da/4936.htm> to take the survey
- Sign up to receive plan update alerts (<http://www.in.gov/fssa/2329.htm>)
- Submit comments and offer suggestions for the planning group ([NoWrongDoor@fssa.in.gov](mailto:NoWrongDoor@fssa.in.gov))
- Reach out directly to NWD Planning Group members to offer suggestions and comments